



CANNON BUILDING  
861 SILVER LAKE BLVD., SUITE 203  
DOVER, DELAWARE 19904-2467

STATE OF DELAWARE  
**DEPARTMENT OF STATE**  
DIVISION OF PROFESSIONAL REGULATION

TELEPHONE: (302) 744-4500  
FAX: (302) 739-2711  
WEBSITE: WWW.DPR.DELAWARE.GOV

<b>PUBLIC MEETING NOTICE:</b>	<b>Delaware Board of Funeral Services</b>
<b>DATE AND TIME:</b>	<b>Tuesday, March 26, 2013 at 10:00 a.m.</b>
<b>PLACE:</b>	861 Silver Lake Boulevard, Dover, Delaware <b>Conference Room B</b> , second floor of the Cannon Building

**AMENDED AGENDA**  
(Amended items are indicated by an asterisk\*)

- 1.0 **CALL TO ORDER**
- 2.0 **REVIEW AND APPROVAL OF MINUTES**
  - 2.1 December 11, 2012
- 3.0 **UNFINISHED BUSINESS**
  - 3.1 FUNERAL ESTABLISHMENT INSPECTIONS – Submit Bill Next Legislative Session (no update)
  - 3.2 2010-2012 CONTINUING EDUCATION AUDIT – STATUS OF DEFICIENT & FAILED AUDITS
    - 3.2.1 John M. Holloway – CE received
    - 3.2.2 Stephen L. Schaech – review
    - 3.2.3 Gregory G. Kaznowsky – CE received
  - 3.3 Taryn E. Huber – Status of her Funeral Internship Extension
  - 3.4 The Conference 2013 Annual Meeting – Report from Mr. Fletcher
- 4.0 **NEW BUSINESS**
  - 4.1 RATIFICATION OF LICENSURE
  - 4.2 REVIEW OF RESIDENT INTERN REPORTS
    - 4.2.1 Karen Heinz
      - 4.2.1.1 Quarterly Progress Reports (completed: 2-15-12 to 2-15-13)
      - 4.2.1.2 25 Embalming Reports
  - 4.3 REVIEW OF APPLICATIONS FOR LICENSURE
    - 4.3.1 Karen Michelle Heinz – Funeral Director by Resident Internship
    - 4.3.2 Spencer N. Groff – Funeral Resident Intern
    - 4.3.3 Brian Levine – Limited License
    - 4.3.4 Frederick Zellman, II – Limited License
    - 4.3.5 Christopher Ambruso -- Funeral Resident Intern
    - 4.3.6 Tracey Bailey – Funeral Resident Intern – Review

4.3.7 Miller Funeral Services – Funeral Establishment Permit

4.4 REVIEW OF APPLICATIONS FOR CONTINUING EDUCATION APPROVAL

4.4.1 Delaware Hospice Inc.

4.4.1.1 *Resiliency – What Makes A Natural Survivor*, 4/19/13, Requesting 6.5 CEUs

4.4.2 The International Conference of Funeral Service Examining Boards

4.4.2.1 *Board Member Training Program*, 2/26/13 – 2/28/13, Requesting 8 CEUs

4.4.2.2 *Presentation for Regulatory Board Members*, 2/26/13 – 2/28/13, Requesting 1 CEU

4.4.2.3 *“Today’s Licensees”*, 2/26/13 – 2/28/13, Requesting 1 CEU

4.4.2.4 *Investigators Round Table Discussion*, 2/26/13 – 2/28/13, Requesting 1 CEU

4.4.3 National Funeral Directors & Morticians Association, Inc. – Dr. Carol T. Williams, CFSP, CPC

4.4.3.1 *The Funeral Industry: From Then to Now*, 4/20/13, Requesting 2.0 CEUs

4.4.3.2 *While The World Watched*, 4/22/13, Requesting 2.0 CEUs

4.4.3.3 *Sexual Harassment in the Funeral Service*, 4/22/13, Requesting 1 CEU

4.4.3.4 *Financing Major Renovations & Construction*, 4/22/13, Requesting 1 CEU

4.4.3.5 *Embalming Difficult Cases*, 4/23/13, Requesting 2 CEUs

4.4.4 Selected Independent Funeral Homes (APFSP Approved)

4.4.4.1 *SIFH 2013 Spring Management Summit*, 5/1/13, Approved 8.0 CEUs

4.4.5 Order of the Golden Rule (APFSP Approved)

4.4.5.1 *Webinar – “Employee Concerns: Funeral Home Liability and OSHA Compliance,”*  
3/28/13, Approved 1.0 CEU

4.4.5.2 *OGR 54<sup>th</sup> Annual Conference and Supplier Showcase*, 4/26/13, Approved 1.0 CEU

4.4.5.3 *Webinar – Alternatives to Embalming*, 5/23/13, Approved 0.1 CEU

4.4.5.4 *Growing Your Firm in Today’s Economy*, 2/28/13, Requesting 1.0 CEU,

5.0 COMPLAINT UPDATES AND CONSENT AGREEMENTS

5.1 COMPLAINT UPDATES

5.1.1 Complaint 27-19-12

New Complaint assigned to Mr. Torbert

5.1.2 Complaint 27-01-13

New Complaint assigned to Mr. Fletcher

5.1.4 Complaint 27-01-12 (Torbert)

Closed by Investigator

5.1.5 Complaint 27-03-12 (Torbert)

Closed by Investigator

5.1.6 Complaint 27-17-12 (Fletcher)

Forwarded to Attorney General’s Office

5.1.7 Complaint 27-18-12 (Fletcher)

Forwarded to Attorney General’s Office

5.2 CONSENT AGREEMENTS – None

5.3 HEARING OFFICER RECOMMENDATIONS

5.3.1 Complaint 27-05-10 (Wright)\*

6.0 CORRESPONDENCE

7.0 OTHER BUSINESS BEFORE THE BOARD (FOR DISCUSSION ONLY)

8.0 PUBLIC COMMENT

9.0 **NEXT MEETING** – Tuesday, May 28, 2013 at 10:00 a.m., Second-floor Conference Room B of the Cannon Building located at 861 Silver Lake Boulevard, Dover, DE 19904

10.0 ADJOURNMENT

**Please Take Note:** To assure consideration of an application at a meeting, the Board office must receive all of these items no later than 4:30 p.m. ten full working days before the meeting date (excluding weekends and State holidays):

- Completed, signed and notarized application form,
- Fee payment, and
- All required documentation.

A final amended agenda will be published to reflect any items received after the original agenda is posted.

Unforeseen circumstances may result in a meeting being cancelled due to a lack of quorum.

Pursuant to 29 Delaware Code, Section 10004(e)(2), the Board shall pre-announce or pre-publish all Executive Sessions; however, such agenda shall be subject to change to include additional items including Executive Sessions which arise at the time of the body's meeting.

**BOARD MEMBERS: PLEASE CALL THE BOARD OFFICE AT 302-744-4500 OR EMAIL [customerservice.dpr@state.de.us](mailto:customerservice.dpr@state.de.us) IMMEDIATELY IF YOU CANNOT ATTEND THE MEETING. THANK YOU.**